



1/21

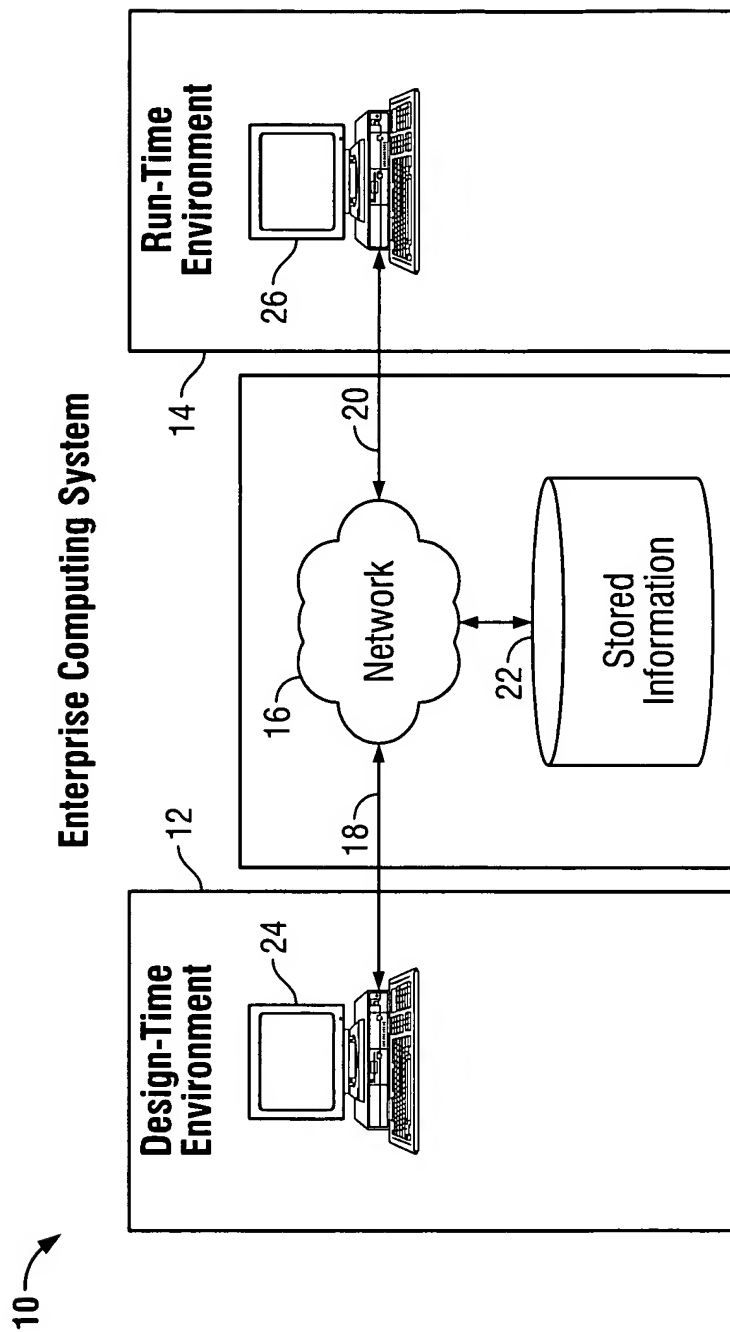


FIG. 1

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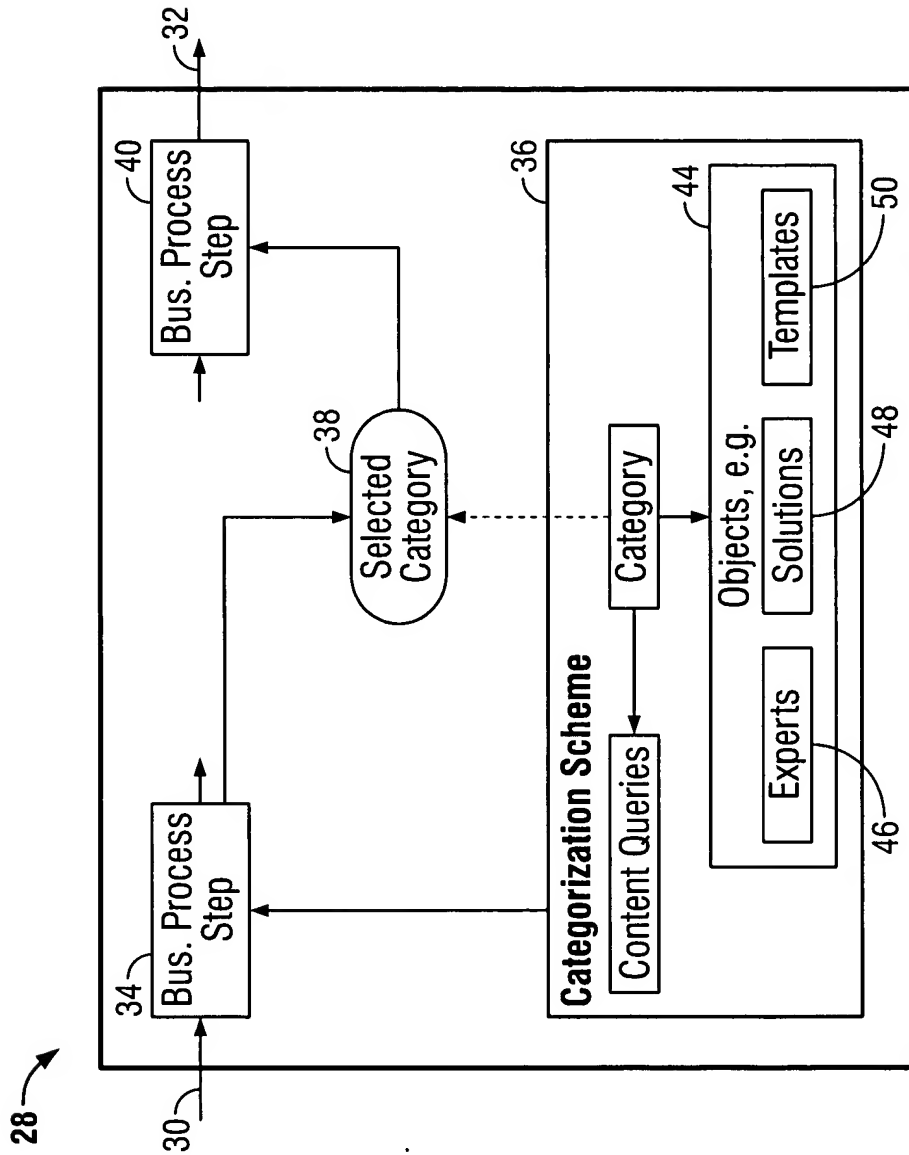


FIG. 2A

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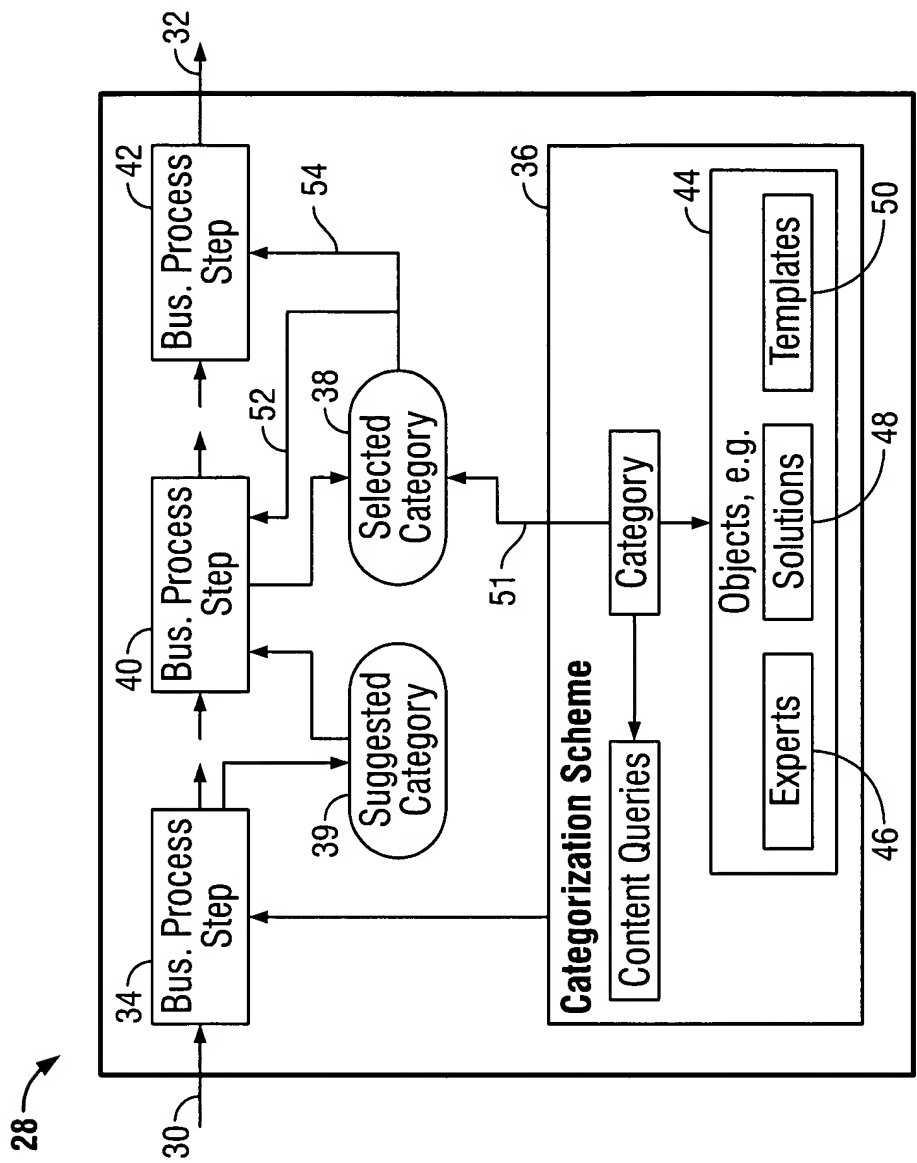


FIG. 2B

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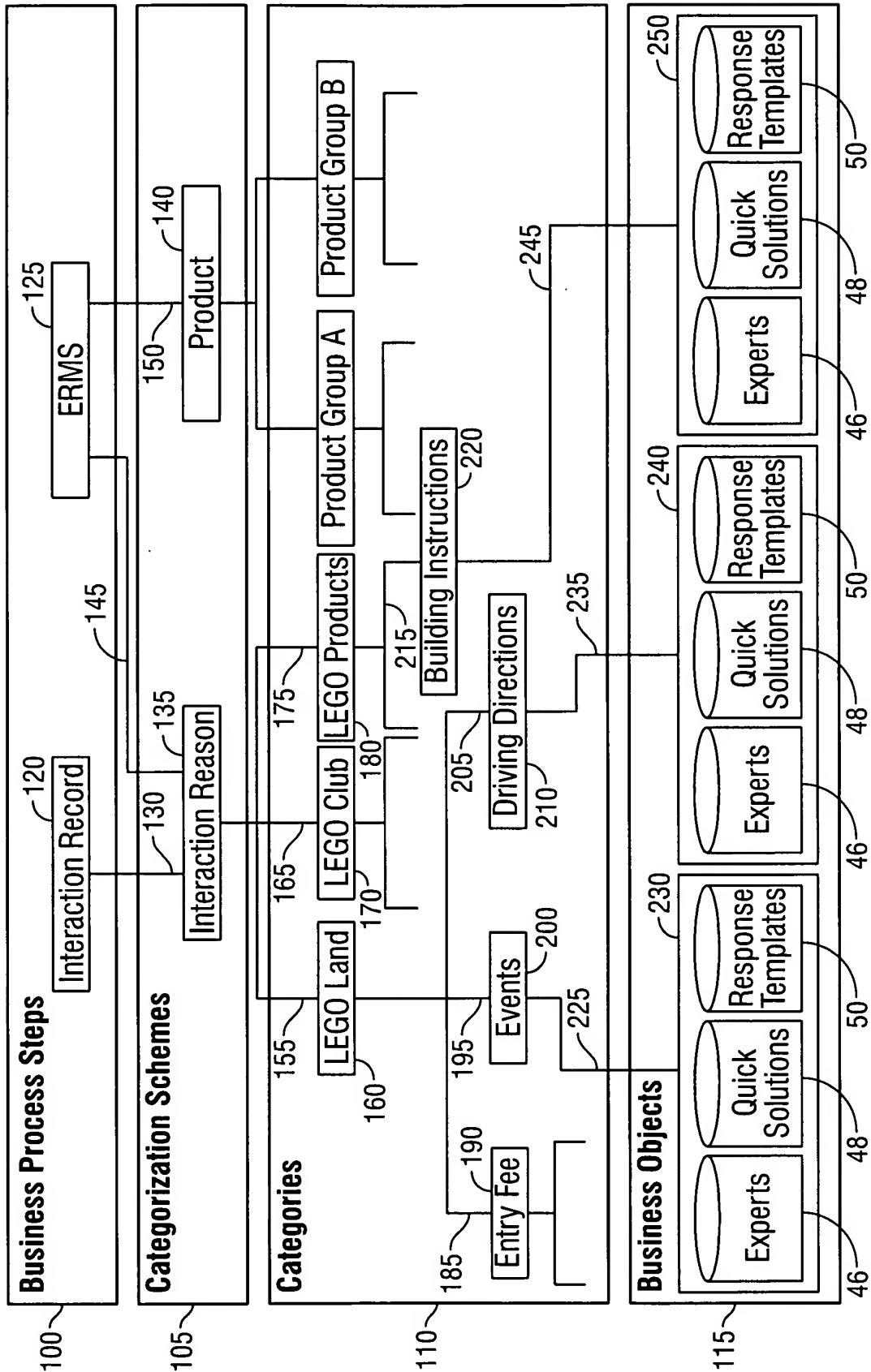


FIG. 3

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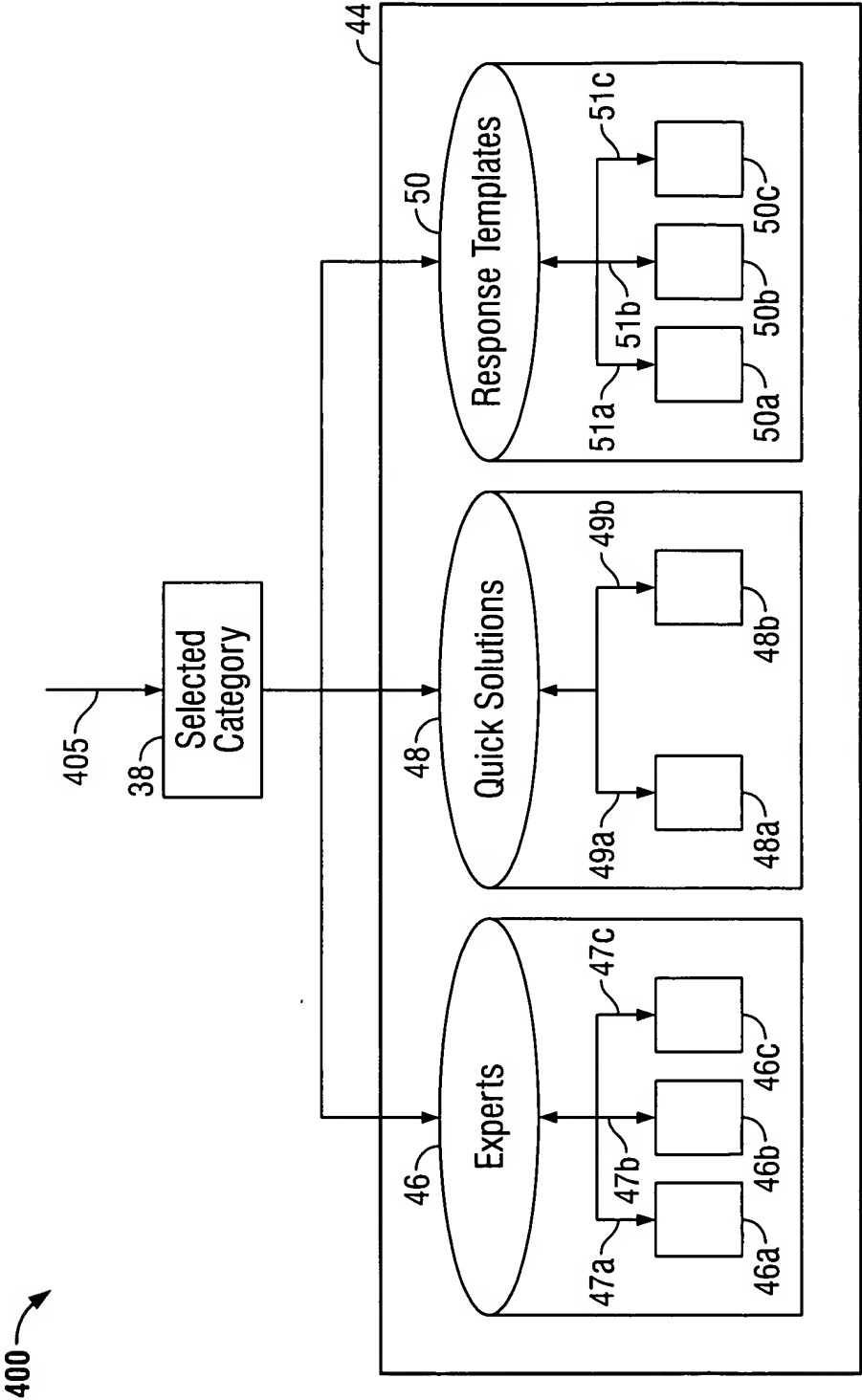


FIG. 4

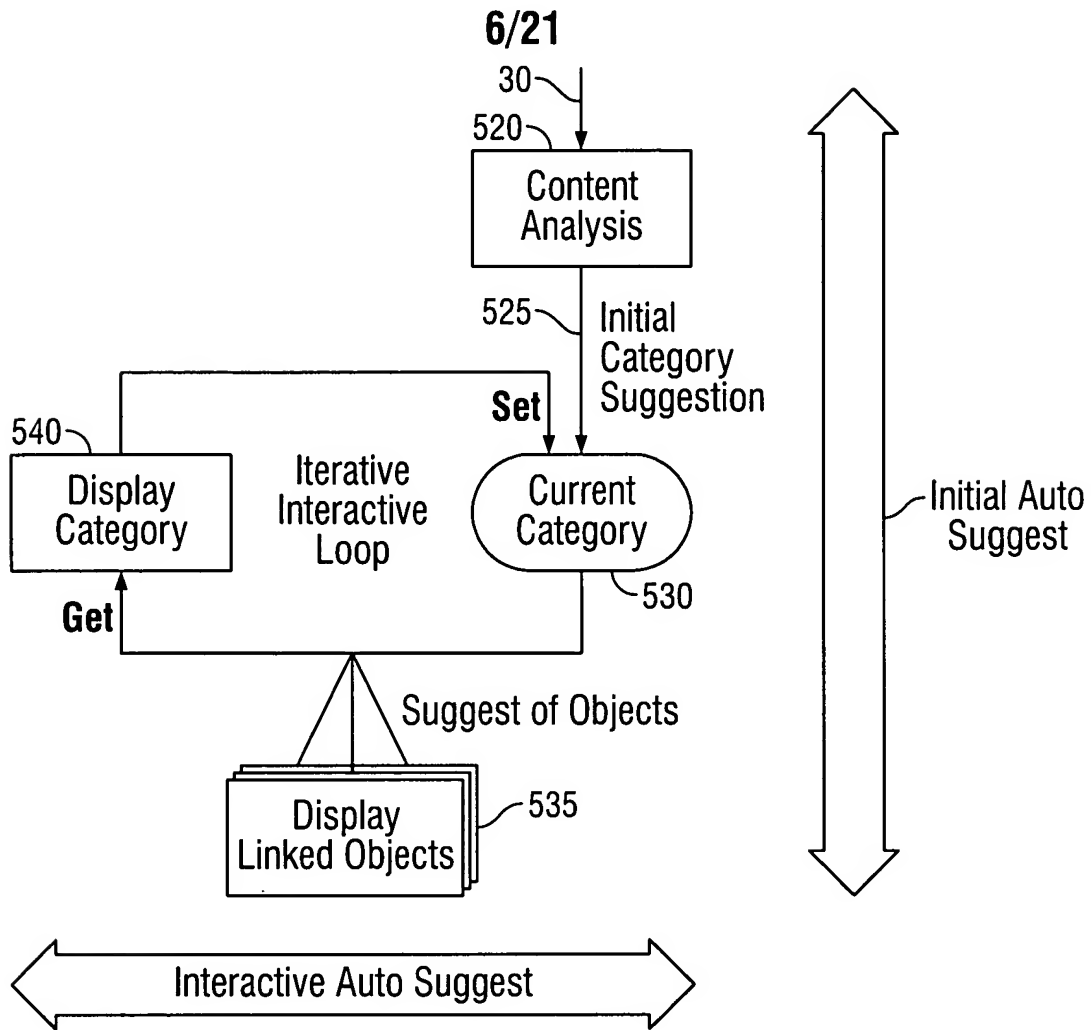


FIG. 5A

550

The screenshot shows a user interface for categorizing objects. It includes a 'Description' section with the following fields:

- Priority / Status: Very high (dropdown), In Process (dropdown)
- Reason: (text input)
- Classification 1: Apple (dropdown)
- Classification 2: iPad (dropdown)
- Classification 3: Playlists (dropdown)
- Classification 4: (text input)

At the bottom, there are buttons for 'Delete', 'Save', a dropdown menu, 'New', and 'Test'. The 'Classification 1' and 'Classification 2' dropdowns are labeled 555 and 560 respectively.

FIG. 5B

7/21

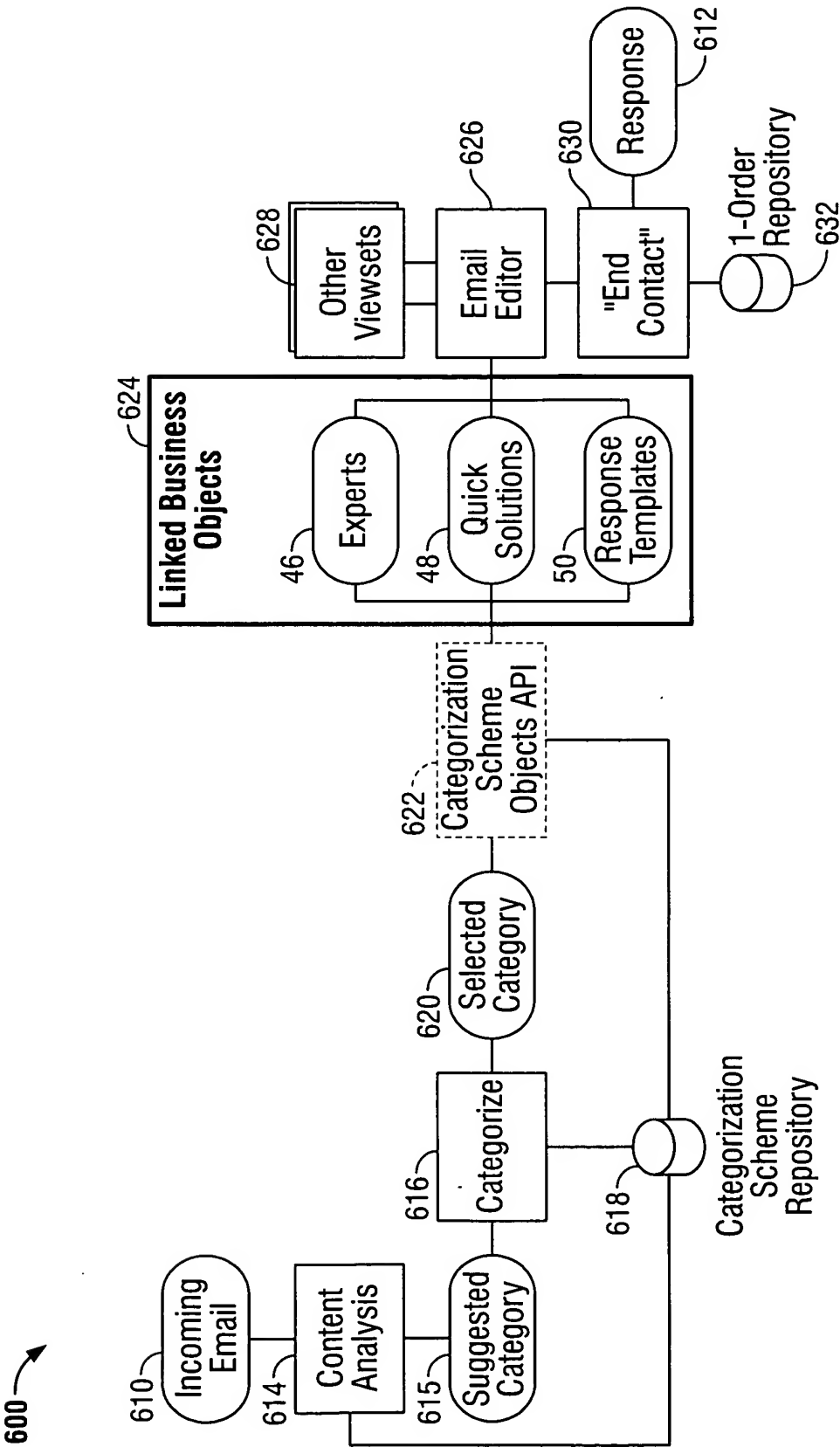


FIG. 6

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700

SAP

Mail Outbound Connected
b.frissel@martin.net
0:05 / 0:15
Ready

Ready Wrap Up Not Ready

E-Mail Header

From: pj.castillo@lego.com
Reply To: service@lego.com
To: b.frissel@martin.net
Cc:
Bcc:
Date/Time:

Attachments

Document Title	Type
	1/1

Add Delete

Interaction Log

Reason: Directions
Priority: Medium
Description: Directions to LEGOLAND
Status/Result:

E-Mail

Subject: Re: Directions to LEGOLAND
Text type / Language: HTML English
Insert Standard Response: 7 (36 p)

710

712

> Hi,
> Please send me the directions to LEGOLAND California.
> Thx, Bill Frissel

Send Save Print Delete

Identify Account
Interaction Record
Cases
Sales Order
Service Order
Knowledge Search
Campaigns
E-Mail
Chat
Index
Scripts
Universal Inbox
Interaction History

714

716

718

FIG. 7A

700

FIG. 7B

FIG. 7B

10/21

700

Bill Frissel
Martin Co. Ltd.

AcceptRejectTransferEndDial Pad

Mail Outbound
Connected

b.frissel@martin.net
0:05 / 0:15
Ready

ReadyWrap UpNot Ready

SAP

Identify Account
Interaction Record
Cases
Sales Order
Service Order
Knowledge Search
Campaigns

E-Mail

Chat
Index
Scripts

Universal Inbox
Interaction History

710

730

Re: Direction to LEGOLAND

HTMLEnglish

Insert Standard Response: Directions - LEGOLAND California

7 (36 pt)

712

LEGO

Hi Bill,
Here are the directions:
LEGOLAND® California is located in the seaside village of
Carlsbad, just 30 minutes north of San Diego and one
hour south of Anaheim.
From North San Diego County:
Take Coastal 5 South to Cannon Road East, and follow
signs to LEGOLAND
From North San Diego County Inland:
Take 15 North or South to 78 West to 5 South, then take
Cannon Road East and follow signs to LEGOLAND
From North San Diego South Bay Area:
Take 5 South to Cannon Road East, and follow signs to
LEGOLAND
From East San Diego County, Hotel Circle:
Take 8 West to 5 North to Cannon Road East, then follow
signs to LEGOLAND

SendSavePrintDelete

E-Mail Header

From: pj.castillo@lego.com

Reply To: service@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time:

Attachments

Document Title

Type

1/1

AddDelete

Interaction Log

Reason:

Priority:

Description:

Status/Result:

Directions

Medium

Directions to LEGOLAND

Interaction Record

FIG. 7C

11/21

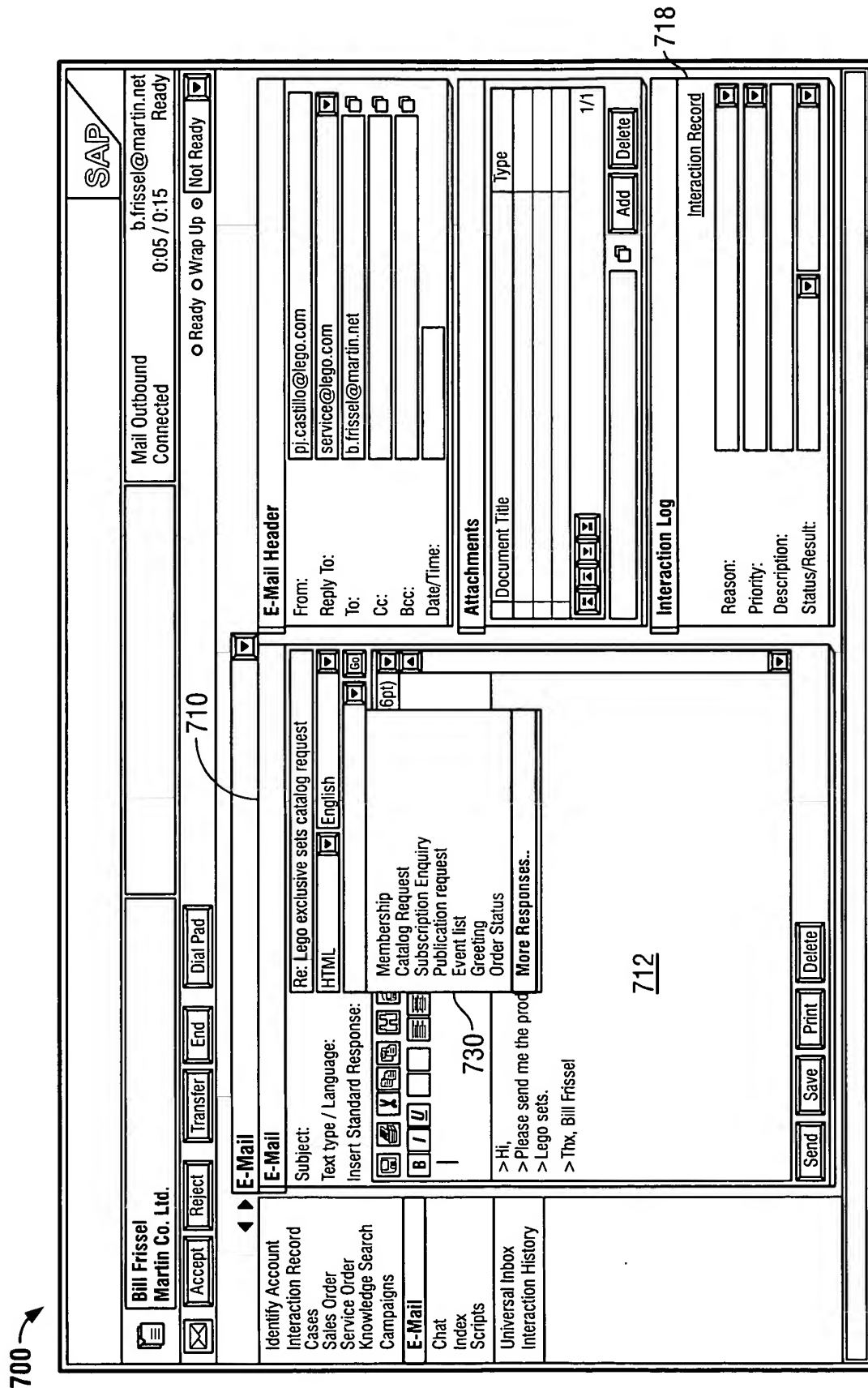


FIG. 8A


700 

FIG. 8B

13/21

700 →

SAP	
Bill Frissel Martin Co. Ltd.	Mail Outbound Connected b.frissel@martin.net 0:05 / 0:15 Ready
Accept	Reject
Transfer	End
Dial Pad	
E-Mail	
Identify Account Interaction Record Cases Sales Order Service Order Knowledge Search Campaigns	More Responses - Search Show me standard responses with Interaction Reason: With this title: Language:
E-Mail Chat Index Scripts	Value Help Selection Search Criteria Interaction Reason: Language: Search Clear Close
Universal Inbox Interaction History	Search Criteria LEGO Club Refers to the exclusive.. LEGO Land Enquires regarding the .. Driving Directions Enquires requesting.. Entry Fee Requests to clarify entry.. Events Requests to know current.. LEGO Products Category enumerating the.. Results Title 170 160 210 190 200 180 Insert Add to favorites Cancel
Created By	

FIG. 8C

14/21

700 →

Bill Frissel
Martin Co. Ltd.

Accept

Reject

Transfer

End

Dial Pad

Mail Outbound
Connected

b.frissel@martin.net
0:05 / 0:15
Ready

Ready

Wrap Up

Not Ready

SAP

Identify Account

Interaction Record

Cases

Sales Order

Service Order

Knowledge Search

Campaigns

E-Mail

Chat

Index

Scripts

Universal Inbox

Interaction History

More Responses - Search

Show me standard responses with

Interaction Reason:
With this title:
Language:

Driving Directions

Search

Clear

820

E-Mail

Results

Title	Category	Created On	Created By
<input type="checkbox"/> Directions - LEGOLAND Billund	Directions		chavez
<input type="checkbox"/> Directions - LEGOLAND California	Directions		chavez
<input type="checkbox"/> Directions - LEGOLAND Deutschland	Directions		chavez
<input type="checkbox"/> Directions - LEGOLAND Windsor	Directions		chavez
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

Insert

Cancel

FIG. 8D

15/21

700

SAP	
Bill Frissel Martin Co. Ltd.	b.frissel@martin.net 0:05 / 0:15 Ready
Accept	Reject
Transfer	End
Dial Pad	Mail Outbound Connected
<input type="radio"/> Ready <input type="radio"/> Wrap Up <input type="radio"/> Not Ready	
830	
E-Mail	
Standard Response - Detail	
Identify Account Interaction Record Cases Sales Order Service Order Knowledge Search Campaigns	Title: Directions LEGOLAND California Category: Directions Created by: Chavez Created on: 09.25.2003 Preview:
E-Mail	Hi Bill, Here are the directions: LEGOLAND® California is located in the seaside village of Carlsbad, just 30 minutes north of San Diego and one hour south of Anaheim. From North San Diego County: Take Coastal 5 South to Cannon Road East, and follow signs to LEGOLAND From North San Diego County Inland: Take 15 North or South to 78 West to 5 South, then take Cannon Road East and follow signs to LEGOLAND From North San Diego South Bay Area: Take 5 South to Cannon Road East, and follow signs to LEGOLAND From East San Diego County, Hotel Circle: Take 8 West to 5 North to Cannon Road East, then follow signs to LEGOLAND Thanks and best regards, P. J. Costello Customer Service Representative
Chat Index Scripts Universal Inbox Interaction History	832

FIG. 8E

Applicant(s): Christopher Ronnewinkel et al.
COHERENT CATEGORIZATION SCHEME

16/21

700

Bill Frissel
Martin Co. Ltd.

SAP

Mail Outbound
Connected

b.frissel@martin.net
0:05 / 0:15 Ready

☐ Ready ☐ Wrap Up ☐ Not Ready

E-Mail

Identify Account
Interaction Record
Cases
Sales Order
Service Order
Knowledge Search
Campaigns

E-Mail

Chat
Index
Scripts

Universal Inbox
Interaction History

E-Mail Header

From: pj.castillo@lego.com

Reply To: service@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time:

Attachments

Document Title	Type
	1/1

Interaction Log

Reason:

Priority:

Description:


Status/Result:

E-Mail

Subject: Re: Directions to LEGOLAND

Text type / Language: HTML English

Insert Standard Response: Directions - LEGOLAND California



Hi Bill,

Here are the directions:

LEGOLAND® California is located in the seaside village of Carlsbad, just 30 minutes north of San Diego and one hour south of Anaheim.

From North San Diego County:

Take Coastal 5 South to Cannon Road East, and follow signs to LEGOLAND

From North San Diego County Inland:

Take 15 North or South to 78 West to 5 South, then take Cannon Road East and follow signs to LEGOLAND

From North San Diego South Bay Area:

Take 5 South to Cannon Road East, and follow signs to LEGOLAND

From East San Diego County, Hotel Circle:

Take 8 West to 5 North to Cannon Road East, then follow signs to LEGOLAND

FIG. 8F

17/21

700

SAP

Mail Outbound Connected
b.frissel@martin.net
0:05 / 0:15
Ready

☐ Ready ☐ Wrap Up ☐ Not Ready

E-Mail Header

From: pj.castillo@lego.com
Reply To: service@lego.com
To: b.frissel@martin.net
Cc:
Bcc:
Date/Time:

Attachments

Document Title	Type
	1/1

Interaction Log

Reason: Building Instructions-KRIKORI NUI
Priority: Medium
Description: KRIKORI NUI building instructions
Status/Result:

Interaction Record

Reason: Building Instructions-KRIKORI NUI
Priority: Medium
Description: KRIKORI NUI building instructions
Status/Result:

E-Mail

Subject: Re: KRIKORI NUI building instructions
Text type / Language: HTML English
Insert Standard Response: 7 (36pt)

912

> Hi,
> Could you please send me the KRIKORI NUI building instructions?
> Thx, Bill Frissel

710

718

FIG. 9A

18/21

700 →

920

SAP

Mail Outbound Connected b.frissel@martin.net 0:05 / 0:15 Ready

2 Automatically Proposed Solutions Available

Bill Frissel Martin Co. Ltd.

Accept Reject Transfer End Dial Pad

◀ ▶ E-Mail

Identify Account
Interaction Record
Cases
Sales Order
Service Order
Knowledge Search
Campaigns

E-Mail

Chat
Index
Scripts

Universal Inbox
Interaction History

Subject: Re: KRIKORI NUI building instructions

Text type / Language: HTML English

Insert Standard Response:

7 (36pt)

Arial

7 7 U B

> Hi,
> Could you please send me the KRIKORI NUI building instructions?
> Thx, Bill Frissel

From: pj.castillo@lego.com

Reply To: service@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time:

Attachments

Document Title Type

1/1

Add Delete

Interaction Log

Reason: Building Instructions-KRIKORI NUI

Priority: Medium

Description: KRIKORI NUI building instructions

Status/Result:

Interaction Record

Send Save Print Delete

718

FIG. 9B

19/21

[illegible]

FIG. 9C

20/21

700

Bill Frissel
Martin Co. Ltd.

AcceptRejectTransferEndDial Pad

Mail Outbound
Connected

b.frissel@martin.net
0:05 / 0:15
Ready

ReadyWrap UpNot Ready

SAP

Identify Account
Interaction Record
Cases
Sales Order
Service Order
Knowledge Search
Campaigns

E-Mail

Chat
Index
Scripts

Universal Inbox
Interaction History

Subject: 730
Text type / Language: HTMLEnglish
Insert Standard Response: building instructions request

Re: KRIKORI NUI building instructions

7 (36pt)

Mr. Frissel,

The building instructions you requested are attached.
Have fun building with LEGO!

Kind Regards,
PJ Castillo
Customer Service Representative

> Hi,
> Please send me the product catalogue for the exclusive
> Lego sets.
> Thx, Bill Frissel

LEGO

940

912

SendSavePrintDelete

E-Mail Header

From: pj.castillo@lego.com
Reply To: service@lego.com
To: b.frissel@martin.net
Cc:
Bcc:
Date/Time:

Attachments

Document Title
LEGO Krikori Nui building instructions

Type

1/1

AddDelete

Interaction Log

Reason: Building Instructions-KRIKORI NUI
Priority: Medium
Description: KRIKORI NUI building instructions
Status/Result:

Interaction Record

FIG. 9D

21/21

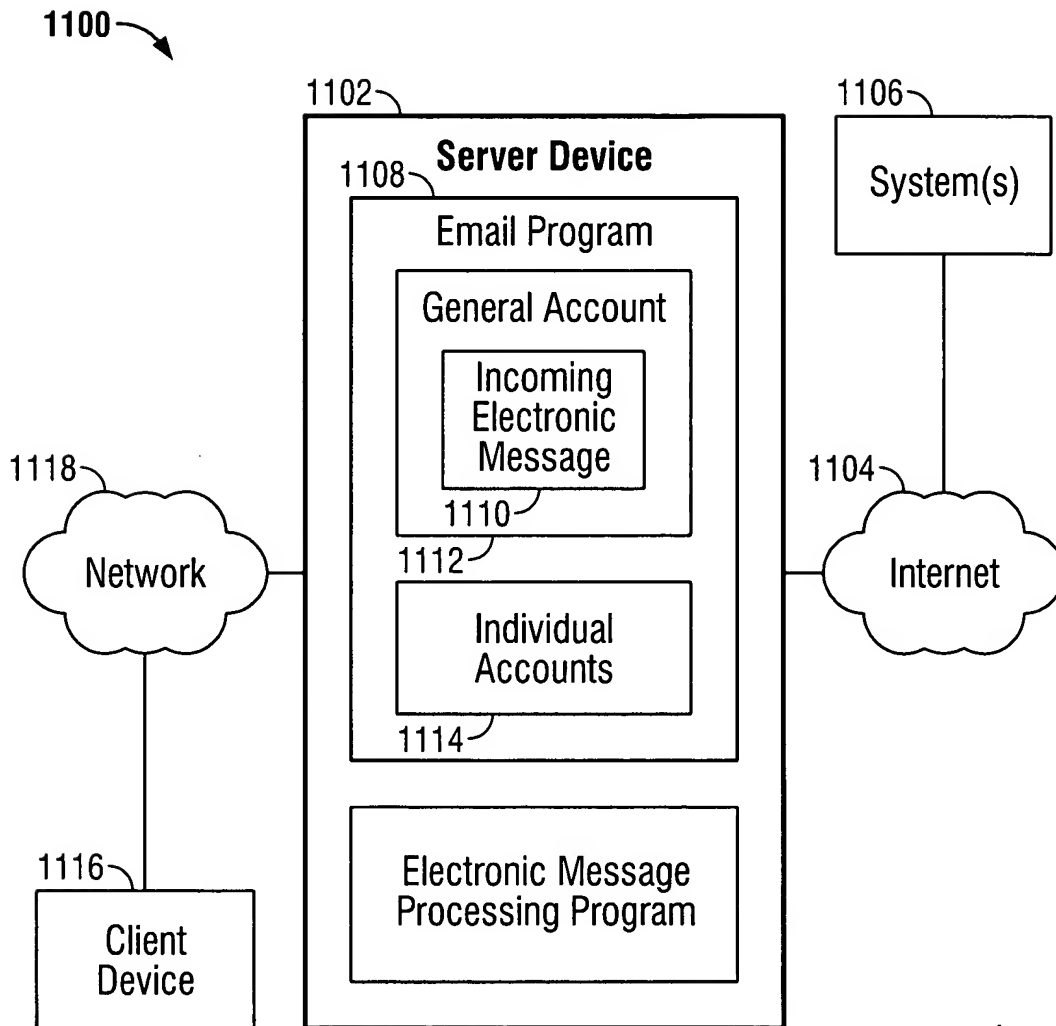


FIG. 10